

XII. DIRECTORY

The Virginia Department of Taxation has two administrative offices located in Richmond and one district field office located throughout the state to serve customers. The district offices address primarily business taxes although individual tax forms are available at those locations. Individual income tax assistance is also available from local Commissioners of the Revenue, Directors of Finance, and Directors of Tax Administration in Virginia cities and counties.

Virginia Department of Taxation

Department of Taxation **Customer Services**

3600 Centre
3610 West Broad Street
Richmond, Virginia 23230
On-line Secure Messaging:
www.tax.virginia.gov
Telephone:
Individual phone: 804-367-8031
Individual FAX: 804-786-2643
Business phone: 804-367-8037
Business FAX: 804-786-3691

General Mailing Address

Virginia Department of Taxation
Box 1880
Richmond, Virginia 23218-1880

Forms - Download at

www.tax.virginia.gov or
Virginia Department of Taxation
Forms Request Unit
P.O. Box 1317
Richmond, Virginia 23218-1317
Telephone: 804-236-2760 or 804-236-2761

Department of Taxation **Central Office**

P.O. Box 1115
Richmond, Virginia 23218-1115

Department of Taxation - District Office **Norfolk District Office**

6340 Center Dr., Building #7 Suite 101
Telephone: 757-455-3810
FAX: 757-455-3811

Quick Reference Phone Directory

The Virginia Department of Taxation's Customer Services Section is divided into two main units: Individual Income Tax and Business Taxes. To serve customers more efficiently, the Department has an automated phone system in these units. This "Tele-Tax" system permits callers with touch-tone telephones to choose a number of customer assistance options. From 8:30 a.m. to 4:30 p.m. customers can order forms, talk with a Customer Service representative, or listen to prerecorded information (which is also available 24 hours a day). By using the special refund hotline number, customers can get updates on their individual income tax refunds directly from the Department's computer system. The Tele-Tax phone numbers are listed to access prerecorded tax information, forms request line, and refund status updates. Listen carefully to the instructions and menu options given when you connect with one of these Tele-Tax numbers in order to get the most out of this phone system.

For Tax Information

Individual Income Taxes (Tele-Tax)	804-367-2486
Individual Estimated Tax (Tele-Tax)	804-367-2486
Individual Fiduciary Income Tax (Tele-Tax)	804-367-2486
Automated Information (Tele-Tax) (8:00 a.m.-4:30 p.m.)...	804-367-2486
Prerecorded Information Only (Tele-Tax 24 hours).....	804-367-2486
Individual Income Tax	804-367-8031
Corporation Income Tax	804-367-8037
Corporation Estimated Tax	804-367-8037
Employer Withholding Tax	804-367-8037
Sales and Use Tax	804-367-8037
Litter Tax	804-367-8037
Aircraft Sales and Use Tax	804-786-2450
Commodity and Excise Tax	804-786-2450
Forest Products Tax	804-786-1236
Estate Tax & Probate Tax	804-367-8031
Recordation Tax	804-367-2062
Tobacco Stamps	804-367-8465

Voice/T.D.

(Telecommunication Device for the
Deaf or Hearing Impaired):

804-367-8329

To Order Tax Forms:

Download at:	www.tax.virginia.gov
Telephone:	804-236-2760 and 804-236 -2761/62
FAX on demand	804-236-2779

Virginia Department of Taxation Fax Numbers:

Commissioner's Office	804-786-3536
Customer Services - Individual Taxes	804-786-2643
Customer Services - Business Taxes	804-786-2643
Business and Individual Processing	804-367-6957
Compliance	804-786-2053
Administrative Collections.....	804-786-2053